



United States
Office of

Chicago Service Center

230 South Dearborn Street, DPN 30-3

Personnel Management

Chicago, Illinois 60604

EMPLOYMENT OPPORTUNITY

TITLE: Management Analyst (2 vacancies)
SERIES, GRADE, PAY: GS-343-9/11/12; \$33,044 - \$62,297 per annum (Promotion Potential to GS-12)
LOCATION: U.S. Department of Education; Chicago, Illinois
OPEN/CLOSE DATES: August 24, 1998 through September 18, 1998
CONTROL NUMBER: CH8669
VACANCY ID NUMBER: CH80669

OPEN TO ALL U.S. CITIZENS

NOTE: ALL APPLICATIONS MUST BE RECEIVED IN OUR OFFICE BY SEPTEMBER 25, 1998 TO RECEIVE CONSIDERATION. APPLICATIONS RECEIVED AFTER THIS DATE WILL BE RETURNED NOT PROCESSED.

NOTE: Your SSN is requested under the authority of Executive Order 9397 to uniquely identify your records from other applicants' records who may have the same name. As allowed by law or Presidential directive, your SSN is used to seek information about you from employers, schools, banks, and other who may know you. Failure to provide your SSN on your application materials, will result in your application not being processed.

NOTE: Overnight travel required, approximately one to five nights per month.

DUTIES: The incumbent(s) work in the Office of Postsecondary Education (OPE), Student Financial Assistance Programs (SFAP). Develops plans for SFAP studies and other management control measures by evaluating the effectiveness of existing practices, procedures, reports, policies and directives. Conducts analysis of data acquired from multiple student financial assistance data systems, and conducts research basic to the advancement of sound management principles and program administration throughout SFAP. Recommends appropriate action, implements new concepts, equipment, techniques, or computer systems and software, as well as the integration of management functions with program/budgetary requirements. Develops and oversees the development and implementation of data analysis, management information, tracking and progress reporting systems. Works with program managers, supervisors and subject matter experts to determine the standards, data and requirements needed to facilitate program planning and management. Analyzes and evaluates (on a quantitative or qualitative basis) the effectiveness of line program operations in meeting established goals and objectives. These duties are performed under closer guidance and supervision at the GS-9 and GS-11 levels.

QUALIFICATION REQUIREMENTS: One year of specialized experience is required. ***Specialized experience for the GS-9 level*** is experience providing technical and management support in a specific functional area of an organization assisting with the development of organization-wide guidance and reporting criteria; assisting in the planning and implementation of methods to gather, analyze and evaluate information concerning the management process; making recommendations of necessary actions to meet operational goals and objectives; participating in feasibility studies and negotiations as an observer, and analyzing results of studies.

Specialized experience for the GS-11 level is experience providing technical, policy and management support in specific functional areas of an organization; participating in developing organization-wide guidance and reporting criteria; planning and implementing methods to gather, analyze and evaluate information concerning the management process; recommending actions to meet operational goals and objectives; identifying and evaluating issues, present study findings and make sound recommendations based on these findings.

Specialized experience for the GS-12 level is experience performing work such as serving as senior team member to facilitate work such as analyzing and evaluating the effectiveness of management operations in meeting established goals and objectives; researching and investigating new or improved management practices for application to programs or operations; performing studies and/or surveys to define problems and determine compliance with regulations, procedures, sound management practices, and/or effective utilization of staff; researching, recommending and justifying new techniques and approaches to accomplish work goals.

YOUR APPLICATION WILL BE RATED AND RANKED ON THE FOLLOWING KNOWLEDGES, SKILLS AND ABILITIES, (KSA'S) BASED ON YOUR INDICATION OF SUCH ON THE FORM C, AND DEMONSTRATED BY THE INFORMATION ON YOUR OF-612, RESUME, OR OTHER WRITTEN FORMAT (FAILURE TO PROVIDE SUPPORTING DOCUMENTATION OF YOUR RESPONSES TO THE SUPPLEMENTAL QUALIFICATIONS STATEMENT, MAY RESULT IN YOUR APPLICATION BEING RETURNED TO YOU NOT RATED, OR YOU MAY RECEIVE A LOWER OR INELIGIBLE RATING):

- Ability to research and evaluate problems, develop solutions and make sound recommendations.
- Ability to communicate orally and in writing.
- Skill in working with diverse groups with differing priorities.
- Knowledge of Title IV program regulation, systems and administration.

To meet minimum qualifications, at least one year of specialized experience, as defined above, must have been equivalent in terms of difficulty and complexity at least to work performed at the next lower grade level, GS-7 for the GS-9, GS-9 for the GS-11, GS-11 for the GS-12 in the Federal service.

EDUCATION SUBSTITUTION: Successful completion of two full years of progressively higher level graduate education leading to a master's degree, or a master's degree in business administration, management or a directly related field is fully qualifying at the GS-9 level. Successful completion of three full years of progressively higher level graduate education leading to Ph.D. or other doctoral degree, or a Ph.D. degree in business administration, management or a directly related field is fully qualifying at the GS-11 level.

NOTE: One year of full-time graduate education is considered to be the number of credit hours the school has determined to represent one year of full-time study. If this information is available, please include it on your application or transcript. Otherwise, your graduate education will be credited using the premise that 18 semester hours constitutes one year of graduate study. **Combining education and experience:** To combine your education and experience, you must convert each to a percentage, and then add the percentages. The combined total of your percentage of education and experience must equal at least 100% in order to qualify. If your education is currently described in quarter hours, convert the quarter hours into semester hours by multiplying the quarter hours by the fraction 2/3. To calculate your percentage of graduate education, divide the number of graduate semester hours by 36 for the GS-9, 54 for the GS-11. To determine your percentage of qualifying experience, you must divide your total number of months of qualifying experience by the required number of months of experience. Add your percentages of education and experience. The two percentages must total at least 100%.

BASIS OF RATING: You will be rated based on your responses to the questions provided on the Supplemental Qualifications Statement. You will receive written notice of our determination of your qualifications for this position within three to five weeks following the closing date as indicated above. **FAILURE TO PROVIDE SUPPORTING DOCUMENTATION OF YOUR RESPONSES TO THE SUPPLEMENTAL QUALIFICATIONS STATEMENT, MAY RESULT IN YOUR APPLICATION BEING RETURNED TO YOU NOT RATED, OR YOU MAY RECEIVE A LOWER OR INELIGIBLE RATING. RANKING CRITERIA:** Applicants who meet the qualification requirements described above will be ranked based on the responses provided on the Form C.

NOTE: You will not routinely be asked to provide additional information concerning your experience, education, veterans' preference, etc., if the information provided on your application is found inadequate or incomplete. Applications that do not include the responses to the SQS (either by the Form C or electronically), a narrative application, and college transcript or comparable information (if required by the EOB), will not be considered.

FORMS TO SUBMIT:

1. OF-612 (Optional Application for Federal Employment), resume, or any other written format you choose provided it contains the information listed in the OF-510, Applying for a Federal Job, as well as what is required in this announcement.
2. An official college transcript, or statement from educational institution documenting completion of educational requirements.
3. SF-15 (and required proof) if claiming 10-point veterans' preference.
4. C Form (To request Form C by phone, see the "How to Apply" section below.)

VETERANS PREFERENCE: Under a new law, the Defense Authorization Act of November 18, 1997, veterans' preference is accorded to anyone who served on active duty **during the Gulf War** from August 2, 1990 through January 2, 1992. The law grants preference to anyone who is otherwise eligible and who served on active duty during this period regardless of where the person served or for how long. The law also authorizes the Armed Forces Expeditionary Medal for service in **Bosnia** during Operation Joint Endeavor (November 29, 1995 - December 20, 1996) and Operation Joint Guard (December 20, 1996 - to be determined). The Secretary of each military department must decide which members are eligible. The award of the Armed Forces Expeditionary Medal is qualifying for veterans' preference. More information of veterans' preference is available in the Vets Guide that can be found on the internet at www.opm.gov.

SPECIAL SELECTION PRIORITY CONSIDERATION PROVISIONS FOR SURPLUS OR DISPLACED FEDERAL EMPLOYEES: Individuals who have special priority selection rights under the Agency Career Transition Assistance Program (CTAP)

or the Interagency Career Transition Assistance Program (ICTAP) must be well qualified for the position to receive consideration for special priority selection. CTAP and ICTAP eligibles will be considered well qualified if you earn the score cut-off of **90.0** (prior to the assignment of veteran preference points).

Federal employees seeking CTAP/ICTAP eligibility must submit proof that they meet the requirements of 5 CFR 330.605 (a) for CTAP and 5 CFR 330.704 for ICTAP. This includes a copy of the agency notice, a copy of their most recent Performance Rating and a copy of their most recent SF-50 noting current position, grade level, and duty location. Please annotate your application to reflect that you are applying as a CTAP or ICTAP eligible.

HOW TO APPLY: Applicants must submit responses to the Supplemental Qualifications Statement (SQS). These responses may be submitted by mail or electronically:

SQS by Mail -- A hard copy of the Form "C" may be requested by calling USAJOBS By Phone at (312) 353-6192. At the main menu, select "3" to request forms and "1" to begin recording. At the prompt, ask for Form "C", and at the next prompt, record your name and address.

SQS submitted electronically -- Electronic responses to the SQS can only be entered during the open period. **1.** You may apply electronically by calling the Federal Job Opportunity Bulletin Board through a PC with a modem at (912) 757-3100, select <2> at the Main Menu for "Conferences and Systems Functions", enter <1> at the next screen for "Conferences", then enter <26> for "Applications On-Line" and press return. Enter "O" for OPM's Electronic Application. Enter Control Number "CH8669". Enter "Y" to the question "Do you wish to complete an application now (Y/N)?" Enter Vacancy ID Number "CH80669" in the first block. Follow the instructions on the Supplemental Qualifications Statement Questionnaire for the rest of the items. **2.** You may also apply electronically by calling the INTERNET - USA JOBS. Connect to the USA JOBS web site at <http://www.usajobs.opm.gov>, click on On-line Application from the USA JOBS logo or the text line below the logo, scroll down the on-line application screen until the "Enter Control Number" box appears, enter Control Number "CH8669" and click on "Submit" to begin the on-line application. Enter Vacancy ID Number "CH80669" in the first block. Follow the instructions on the Supplemental Qualifications Statement Questionnaire for the rest of the items. **After completing the on-line application process, you will be able to receive a Notice of Applicant Responses which will indicate that your application was received if your on-line application was successful. Failure to receive this message means that your on-line application was not successful and you should try again. In addition, you should always verify that you entered in the correct Vacancy ID Number.**

Applicants must also submit a narrative application which supports their claim of education and/or experience. This supporting material must be mailed to the U.S. Office of Personnel Management, Chicago Service Center, 230 South Dearborn Street, DPN 30-3, Chicago, Illinois 60604. You may submit a resume, Optional Application for Federal Employment (OF-612), or other written application format of your choice. Be sure your resume does not exceed two (2) pages in length and contains all of the information requested below:

Job Information:

- Announcement Number, title and grade(s) for which you are applying.
- Personal Information.
- Full name, mailing address (with zip code) and day/evening telephone numbers (with area code).
- Social Security Number. Giving your Social security Number is voluntary. However, we cannot process your application without it.
- Country of citizenship.
- If ever employed by the Federal Government, please show the highest Federal civilian grade held, jobs series, and dates of employment in grade.

Education:

- High School name, city, state and zip code, date of diploma or GED.
- Colleges and/or Universities attended, city, state and zip code.
- Major field(s) of study.
- Type and year of degree(s) received. If no degree received, show total credit hours received in semester or quarter hours.

Work Experience for each paid or non-paid position held related to the job for which you are applying (do not provide job descriptions):

- Job title.
- Duties and accomplishments.
- Employers name and address.
- Supervisor's name and phone number.
- Starting and ending dates of employment (month and year).
- Salary.
- Indicate if your current supervisor may be contacted.

Other Qualifications:

- Job-related training courses (title and year).
- Job-related skills (e.g., other languages, computer software/hardware, tools, machinery, typing speed, etc.)

- Job-related certificates and licenses.
- Job-related honors, awards, and special accomplishments (e.g., publications, memberships in professional or honor societies, leadership activities, public speaking, performance awards, etc.) do not send documents unless specifically requested.

Other Applicable Information:

- If you are using education to qualify, submit college transcripts or a list of college courses taken that identifies for each course the college or university, semester or quarter hours earned, grade and grade-point received.
- If you are applying for 10-point Veteran preference, submit a Standard Form-15, Application for 10-Point Veteran Preference, and the proof requested on the form.
- If you are or have been a Federal employee, please submit a copy of your last Notification of Personnel Action, form SF-50, and your most recent or last performance appraisal.
- Notate your application and include the required documentation if you are applying and eligible for a non-competitive appointment such as 30% or More Disabled Veteran appointment, Veterans Readjustment Appointment (VRA), Severely Physically Handicapped Schedule A Appointment, Former Peace Corps Appointment, etc.

Hard Copy Applications: If you complete the hard copy Form "C", you should mail it and all other forms requested under FORMS TO SUBMIT, to the U.S. Office of Personnel Management, Chicago Service Center, 230 South Dearborn Street, DPN 30-3, Chicago, Illinois 60604. These forms must be postmarked no later than the closing date, unless otherwise stated on the front of the Employment Opportunity Bulletin. Failure to submit the application forms will result in an incomplete application and you will not receive consideration for the position for which you applied.

On-Line or Electronic Applications: If you apply electronically, your resume and other requested forms, if any, must be mailed to the U.S. Office of Personnel Management, Chicago Service Center, 230 South Dearborn Street, DPN 30-3, Chicago, Illinois 60604. Please include a note which indicates that you have responded to the application questionnaire on-line.

THE FEDERAL GOVERNMENT IS AN EQUAL OPPORTUNITY EMPLOYER

**United States Office of Personnel Management
Chicago Service Center
John C. Kluczynski Federal Building, DPN 30-3
230 South Dearborn Street
Chicago, IL 60604**

Supplemental Qualifications Statement

for

MANAGEMENT ANALYST

Occupation Code: 0343L

INSTRUCTIONS: You must answer all questions and darken the appropriate ovals as indicated in the blocks below. If you are completing the hard copy Qualifications and Availability Form "C", please mark your responses in the appropriate area of the form using a number two pencil. Failure to complete the Form C as instructed may result in an incomplete application or an ineligible rating. Follow the instructions below to complete the Form C.

Block 1: Print your full name.

Block 2: Print the name of the job you are applying for, "Management Analyst".

Block 3: Print the Announcement Number "CH-8-0669".

Block 4: Enter Occupation Code "0343L". Darken the corresponding ovals.

Block 5: Enter Case Number "80669". Darken the corresponding ovals.

Block 6: Enter the Lowest Acceptable Grade "09", "11", or "12". Answer carefully, you will not be considered for any grade other than the grade you indicate in this block.

Block 7: Enter your Employment Availability for 7A, B, C, and D as requested on the Form C. Respond to the following under 7E.

Question 1: Are you currently a Department of Education employee who has been declared surplus AND is requesting special priority selection consideration under the Department of Education's Agency Career Transition Assistance Program (CTAP)? **Y = Yes, N = No**

Question 2: Are you a displaced Federal employee who is requesting special priority selection consideration under the Interagency Career Transition Assistance Program (ICTAP)? **Y = Yes, N = No**

***(NOTE:** If your answer is yes to either question 1 or 2 you must meet the CTAP or ICTAP eligibility requirements AND submit supporting proof documentation. Refer to the Special Selection Priority Consideration Provisions for Surplus or Displaced Federal Employees in the Employment Opportunity Bulletin for additional information.)*

Block 8: Enter Occupational Speciality "001". Darken the corresponding ovals.

Block 9: Enter Geographic Availability "001" for Chicago, IL. Darken the corresponding ovals.

Block 10: Enter your Full Name. Darken the corresponding ovals.

Block 11: Enter your Social Security Number. Darken the corresponding ovals.

Block 12: Enter your Telephone Number and Contact Time. Darken the corresponding ovals.

Block 13: Enter your Street Address. Darken the corresponding ovals.

Block 14: Enter the City you live in. Darken the corresponding ovals.

Block 15: Enter the State you live in. Darken the corresponding ovals.

Block 16: Enter your Zip Code. Darken the corresponding ovals.

Block 17: Occupational Questions, see questions attached.

Block 18: (Job Preference) Leave blank.

Block 19: (Languages) Leave blank.

Block 20: Enter your date of birth. Darken the corresponding ovals.

Block 21: (Other) Leave blank.

Block 22: (Special Knowledge) Leave blank.

Block 23: Enter your Veterans Preference Claim. For 10 point preference, submit a completed Standard Form 15.

Block 24: Enter your Background Information. Answer each question.

Block 25: If applicable, enter the dates of your Active Duty.

Block 26: Sign your full name and the date.

WARNING: The information you indicate on your Form C may be verified by a review of work experience and education as shown on your application forms, by checking references and through other means, such as an interview process. **FAILURE TO PROVIDE SUPPORTING DOCUMENTATION OF YOUR RESPONSES TO THE SUPPLEMENTAL QUALIFICATIONS STATEMENT, MAY RESULT IN YOUR APPLICATION BEING RETURNED TO YOU NOT RATED, OR YOU MAY RECEIVE A LOWER OR INELIGIBLE RATING.** A person intentionally providing false information may be barred from Federal

employment or fired after they begin work. You may also be punished by fine or imprisonment (U.S. Code, Title 18, Section 1001).

You will be notified of your eligibility determination. Any inquiries regarding your rating should be submitted in writing to the office stated on this letterhead.

On-line or electronic Applications: If you are applying through one of the on-line application options, please write or circle your responses to each of the occupational questions attached for section 17 prior to connecting. The OPM Control Number for this position is CH8669. The Vacancy ID Number is CH80669. To complete the on-line application or Form "C", enter your responses to each block indicated above as instructed.

For further information concerning other Federal employment opportunities, you may contact any State Employment Service Office, or call USAJOBS By Phone at 312-353-6192.

We appreciate your interest in Federal Employment.

RESPOND TO THE FOLLOWING IN SECTION 17, OCCUPATIONAL QUESTIONS:

1. MINIMUM QUALIFICATIONS: From the descriptions below, select the response that most closely and accurately describes your education and/or experience which demonstrates your ability to perform the work of this position. Select only one response.

- A. I have one or more years of experience (equivalent to the GS-12 level in the Federal service) performing work such as serving as senior team member to facilitate work such as analyzing and evaluating the effectiveness of management operations in meeting established goals and objectives; researching and investigating new or improved management practices for application to programs or operations; performing studies and/or surveys to define problems and determine compliance with regulations, procedures, sound management practices, and/or effective utilization of staff. I research, recommend and justify new techniques and approaches to accomplish work goals.
- B. I have one or more years of experience (equivalent to the GS-9 level in the Federal service) providing technical, policy and management support in specific functional areas of an organization. I participate in developing organization-wide guidance and reporting criteria; plan and implement methods to gather, analyze and evaluate information concerning the management process; and recommend actions to meet operational goals and objectives. I identify and evaluate issues, present study findings and make sound recommendations based on these findings.
OR
I have three full years of progressively higher level graduate education leading to Ph.D. or other doctoral degree, or a Ph.D. degree in business administration, management or a directly related field.
OR
I have a combination of experience and education described above that when combined fully meets the minimum requirements for this position.
- C. I have one or more years of experience (equivalent to the GS-7 level in the Federal service) providing technical and management support in a specific functional area of an organization. I assist with the development of agency-wide guidance and reporting criteria; assist in the planning and implementation of methods to gather, analyze and evaluate information concerning the management process; and make recommendations of necessary actions to meet operational goals and objectives. I have participated in feasibility studies and negotiations as an observer, and have analyzed results of studies.
OR
I have two full years of progressively higher level graduate education leading to a master's degree or a master's degree in business administration, management or a directly related field.
OR
I have a combination of experience and education described above that when combined fully meets the minimum requirements for this position.
- D. I have no professional experience or qualifying education as described above.

OCCUPATIONAL SKILL QUESTIONS

For numbers 2 through 6, choose the statement from the list below that best describes your experience and/or training as it relates to your ability to research and evaluate problems, develop solutions and make sound recommendations. Darken the oval corresponding to that statement in Section 17 on the Form C. Please select only one letter for each item.

LEVEL DESCRIPTIONS:

- A - I have not had education, training or experience in performing this task.**
- B - I have had education or training in performing this task, but have not yet performed it on the job.**
- C - I have performed this task on the job. My work on this task was monitored closely by a supervisor or senior employee to ensure compliance with proper procedures.**
- D - I have performed this task as a regular part of a job. I have performed it independently and normally without review by a supervisor or senior employee.**
- E - I am considered an expert in performing this task. I have supervised performance of this task or am normally the person who is consulted by other workers to assist them in doing this task because of my expertise.**

- 2. Researches management problems.
- 3. Develops plans to conduct studies and/or other management control measures.
- 4. Researches student financial aid questions through various published resources.
- 5. Recommends action based on analysis of information and results.
- 6. Develops tools and methods for measuring the effectiveness of management practices, procedures, reports, policies and directives.

For tasks 7 through 11, choose the statement from the "LEVEL DESCRIPTIONS" above that best describes your experience and/or training related to your ability to communicate in writing. Please select only one letter for each item.

- 7. Prepares issue papers and reports to promote understanding and acceptance of recommendations.
- 8. Writes procedures.
- 9. Writes reports to analyze progress and status of program objectives.
- 10. Reviews written reports to analyze progress and status of program objectives.
- 11. Uses computer applications to create presentations and reports.

For tasks 12 through 16, choose the statement from the "LEVEL DESCRIPTIONS" above that best describes your experience and/or training related to your ability to communicate orally. Please select only one letter for each item.

- 12. Speaks and presents information in front of large groups.
- 13. Provides training and/or instruction in a classroom setting.
- 14. Discusses results, problems, plans, suggestions, terms, or conditions with other team members.
- 15. Facilitates teams or work groups.
- 16. Influences or persuades others to accept findings or decisions.

For tasks 17 through 23, choose the statement from the "LEVEL DESCRIPTIONS" above that best describes your experience and/or training related to your skill in working with diverse groups with differing priorities. Please select only one letter for each item.

- 17. Works as a team member on projects that involve or impact several groups within an organization.

- 18. Coordinates activities between groups to meet organizational goals.
- 19. Adapts project plans to meet the goals of several groups or individuals.
- 20. Works with team members to assess issues.
- 21. Leads a committee, work group or other assembly of employees.
- 22. Promotes and maintains good working relationships with key individuals or groups.
- 23. Interacts with individuals from diverse backgrounds and with varying levels of knowledge and experience.

For tasks 24 through 29, choose the statement from the "LEVEL DESCRIPTIONS" above that best describes your experience and/or training related to your knowledge of Title IV program regulations, systems and administration. Please select only one letter for each item.

- 24. Works with Title IV program regulations or policies regarding Federal student aid programs.
- 25. Implements Title IV program regulations, policies, and/or systems.
- 26. Determines student eligibility and resolves conflicts regarding eligibility for Title IV aid.
- 27. Develops handbooks or manuals related to Federal student loan programs.
- 28. Responds to professional inquiries requiring research of Title IV program issues.
- 29. Responds to public inquiries regarding Federal student loan programs.